

Figure 1

TTS - Detail Display - Problem (Adding a New Ticket)

Internal External **Impacts** Text Fields

Severity 4

Status Of Open

Set By TIDWELL, GARY R

Date 05/01/1997

Escalation Type No Escalation

Date 05/01/1997

Closed Date 00/00/0000

Sites

- ☐ AL
- ☐ JAC
- ☐ FTL
- ☐ MIA
- ☐ ATL
- ☐ MAC
- ☐ KY
- ☐ LA
- ☐ MS
- ☐ NC
- ☐ SC
- ☐ TN
- ☐ All

Person Responsible

Target Date 05/12/1997

Problem Discovered By

Date Found 00/00/0000

Date Started 00/00/0000

Entered By TIDWELL, GARY R Date 05/01/1997

Initiated By TIDWELL, GARY R Date 05/01/1997

Category Process

Root

Release Number

Verified OK ☐ Failed ☐

Date 00/00/0000 Reset

CPATS #

Job Name

☐ Journals ☐ Contacted ☐ RF6355

Brief Description

Email Exit Copy Print Save Cancel Print Exit Close

Figure 2

TTS - Detail Display - Inquiry (Adding a New Ticket)			
<input checked="" type="checkbox"/> Main Inquiry		<input type="checkbox"/> Text Fields	
Sites <input checked="" type="checkbox"/> AL <input type="checkbox"/> JAC <input type="checkbox"/> ETL <input type="checkbox"/> MIA <input type="checkbox"/> ATI <input type="checkbox"/> MAC <input type="checkbox"/> KY <input type="checkbox"/> LA <input type="checkbox"/> MS <input type="checkbox"/> NC <input type="checkbox"/> SC <input type="checkbox"/> TN	Status Of <input type="text" value="Open"/> By <input type="text" value="RAY, JEFF"/> Date <input type="text" value="02/10/2000"/> Person Responsible <input type="text" value="RAY, JEFF"/> Target Date <input type="text" value="00/00/0000"/>	Closed Date <input type="text" value="00/00/0000"/> Entered By <input type="text" value="RAY, JEFF"/> Date <input type="text" value="02/10/2000"/> RF6355 Date <input type="text" value="00/00/0000"/> AI Validation <input type="text" value="AI - Valid"/> <input type="checkbox"/> Contacted	
Brief Description <input type="text" value="TEST"/>			
<div> <input type="button" value="Email"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/> <input type="button" value="Close"/> </div>			

Figure 3

00004346 082700

TTS - Detail Display - Bill Notification (Adding a New Ticket)			
<input checked="" type="checkbox"/> Main <input checked="" type="checkbox"/> Billing Notification <input checked="" type="checkbox"/> Impacts <input checked="" type="checkbox"/> Text Fields <input type="checkbox"/> On-Line Documentation			
Status Notification: <input type="text" value="Open"/>		Refund/Recovery/Rerun <input type="checkbox"/> Refund <input checked="" type="checkbox"/> Recover <input type="checkbox"/> Usage <input type="checkbox"/> Rerun <input type="checkbox"/> Related	
Sites <input checked="" type="checkbox"/> AL <input type="checkbox"/> JAC <input type="checkbox"/> FTL <input type="checkbox"/> MIA <input type="checkbox"/> ATL <input type="checkbox"/> MAC <input type="checkbox"/> NY <input type="checkbox"/> LA <input type="checkbox"/> MS <input type="checkbox"/> NC <input type="checkbox"/> SC <input type="checkbox"/> TN <input type="checkbox"/> All	Date Resolved: <input type="text" value="00/00/0000"/> Specs: <input type="text" value="00/00/0000"/> Closed: <input type="text" value="00/00/0000"/> Referred: <input type="text" value="00/00/0000"/>	Name: <input type="text"/> Close Date: <input type="text" value="00/00/0000"/> Problem Discovered By: <input type="text" value="BIBS"/> Entered By: <input type="text" value="RAY, JEFF"/> Date Found: <input type="text" value="00/00/0000"/> Date Started: <input type="text" value="00/00/0000"/>	
	Contact Information Internal Name: <input type="text" value="RAY, JEFF"/> Phone: <input type="text" value="(205) 321-3361"/> Pager: <input type="text" value="(800) 999-6710 id 994-3443"/> External Name: <input type="text"/> Phone: <input type="text" value="()"/>		
	Process Category: <input type="text" value="BRAVO"/> Save Ticket as Text: <input type="checkbox"/> Root Cause Category: <input type="text" value="BBI OPERATIONS"/> <input type="checkbox"/> BNS		
	CPATS: <input type="text"/> Change Plan: <input type="text"/> <input type="checkbox"/> Bill Mailed Incorrectly <input type="checkbox"/> Interest <input type="checkbox"/> RF6354		
	Brief Description: <input type="text" value="TEST"/>		
Buttons: <input type="button" value="New Ticket"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Print"/> <input type="button" value="Exit"/> <input type="button" value="Close"/>			

Figure 4

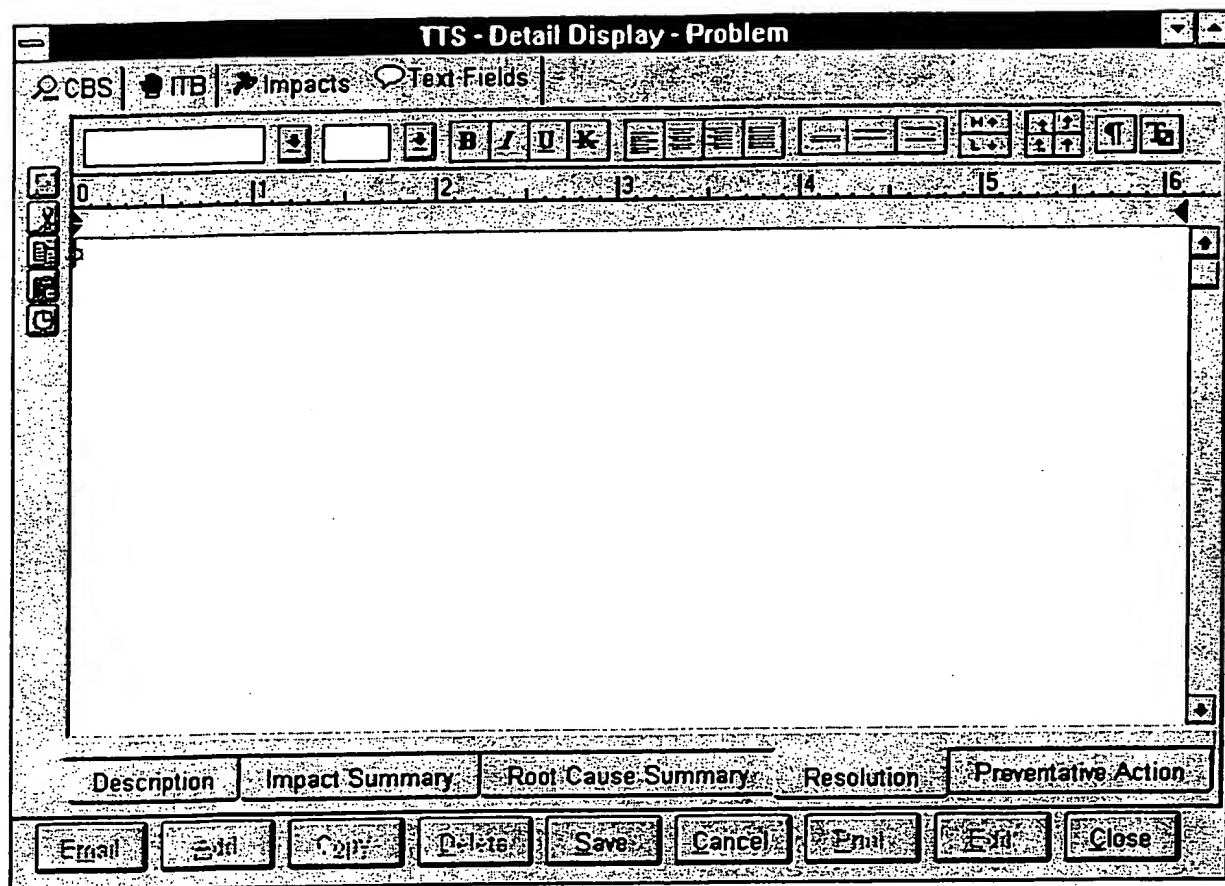


Figure 5

002220 "040960

CBS Trouble Tracking System [20 tickets retrieved]		
File Reports Windows Help		
<input type="button" value="New"/> <input type="button" value="Open"/> <input type="button" value="Print"/> <input type="button" value="Find"/> <input type="button" value="Exit"/>		
Ticket	Problem	Query
Display		
ID	Entry Date	Brief Description
145	05/16/1996 03:25PM	INTRALATA/INTERSTATE LTM CALLS BILLED INCORRECTLY AS TOLL TO LANDLINE CUSTOMER
96639	03/25/1997 12:50PM	BSLD ACCOUNT #1 DURATION OF CALLS IS INCORRECT.
100937	04/11/1997 03:24PM	BSLD ACCT 31 CALLS NOT GIVEN DISCOUNT FOR TERM PLAN.
102099	05/01/1997 04:11PM	RELEASE 97.A / OLEC : USAGE ON MP-4027
102104	05/02/1997 08:14AM	MONTHLY SETTLEMENT REPORT NOT CREATED FOR .NET
102893	05/16/1997 03:13PM	UF027 ERRORS - KAPLAN
105141	05/19/1997 05:07PM	WATSSAVER ON WATS & TOLL FREE DIALING
105771	06/02/1997 04:01PM	UF038 ERRORS ON PBC ACCTS IN N.C.
106012	06/05/1997 02:06PM	RELEASE 97.A - DIFFERENCE BETWEEN RATING & MAVRIC BILLING 800 USAGE.
112846	06/11/1997 03:45PM	INCREASE IN MOU IN CELLULAR (MP-3108)
113345	06/18/1997 02:58PM	PLAN RECORD WAS NOT SENT TO BSLD VIA CIF
113457	06/20/1997 09:52AM	UBO - NEED TO HAVE NEW RALEIGH EXCHANGE ADDED TO ECC TABLES
113537	06/23/1997 09:35AM	BSLD GA ACCT 59 TERM DISCOUNT INCORRECT
113538	06/23/1997 09:37AM	BSLD GA ACCT 13 , 59 NOT TAXING CORRECTLY
123717	07/24/1997 08:50AM	BSLD GA PCC INTERNATIONAL TO INTERNATIONAL CALLS SHOULD NOT BE TAXED
128395	08/13/1997 02:39PM	ACCOUNT CODES ARE BEING INCORRECTLY ASSIGNED FOR DA CALLS AND MIN. SETTLE. AMTS.
128445	08/14/1997 11:15AM	UBO - ISDN CUSTOMER NOT RECEIVING CALL ALLOWANCE IN SC
Ready		

Figure 6

Query - Problem Tickets

☐ List
 ☐ Entities
 ☒ Dates
 ☐ Impact
 ☐ Misc
 ☐ Sort

Ticket Type:
 Owner:

Name	Created	Modified	Last Run	Hits (last run)
David Wheeler Test Query	10-02-1998	10-02-1998	07-21-1999	11
Gary's Tickets	03-19-1998	03-19-1998	05-15-1999	0
Gene's Default Query	09-10-1998	09-13-1998	07-20-1999	0
Joy Test	02-02-2000	02-02-2000		0
TTS User Delete Query - Problem Tickets	07-26-1999	07-26-1999	08-04-1999	7
test3	02-04-2000	02-04-2000	02-04-2000	38

Figure 7

004290 " 07-04-00

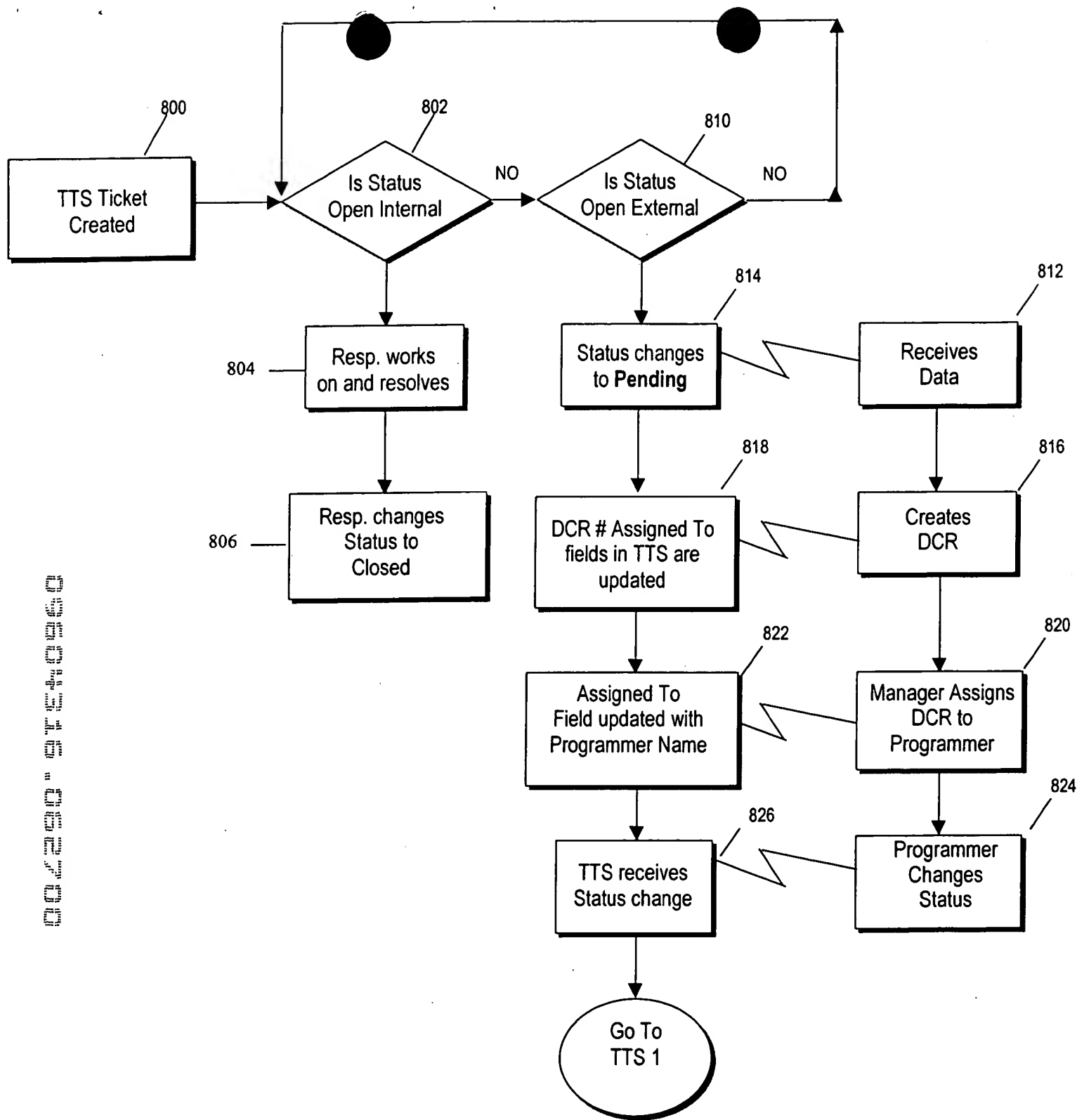


Figure 8A

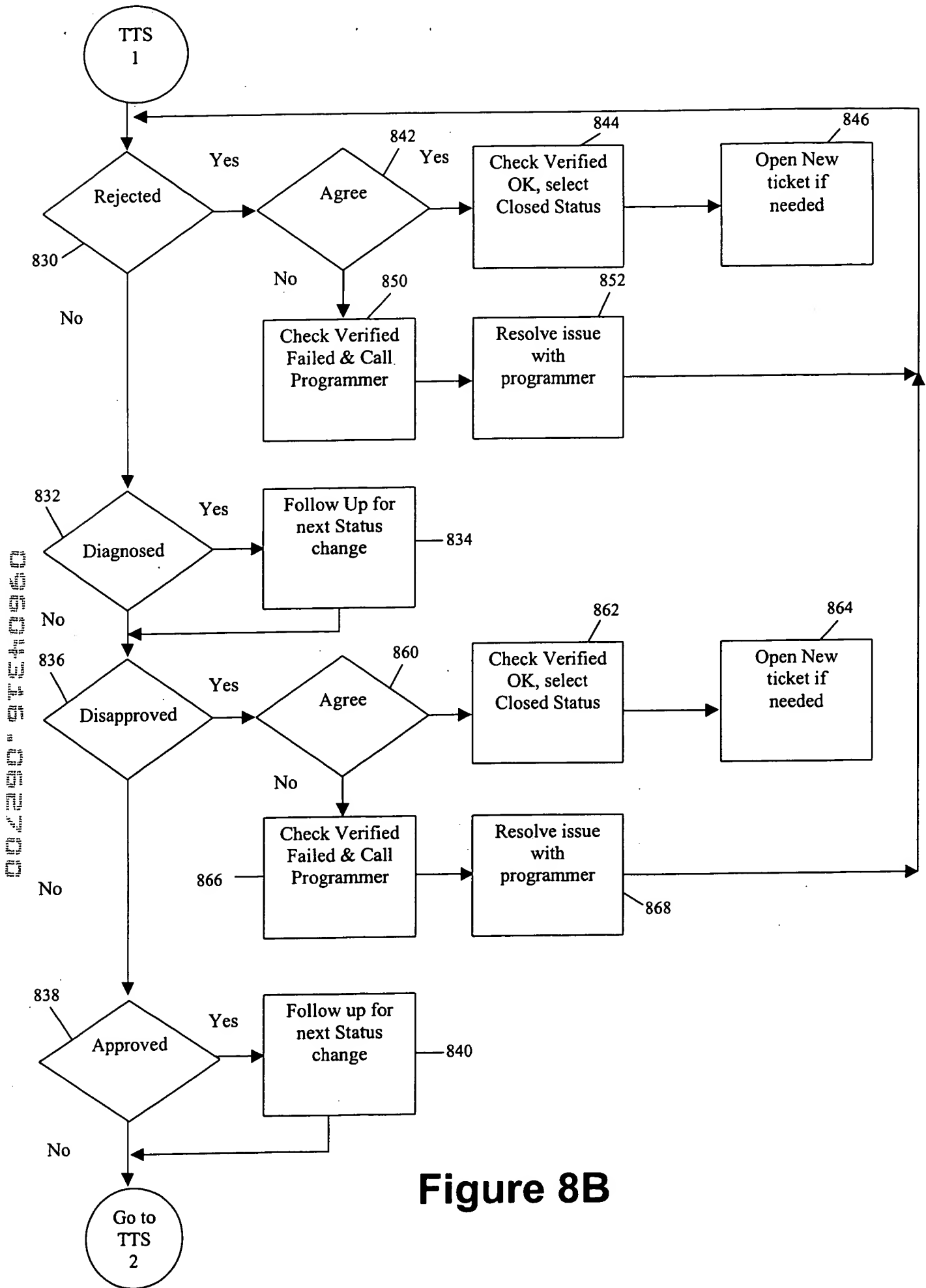


Figure 8B

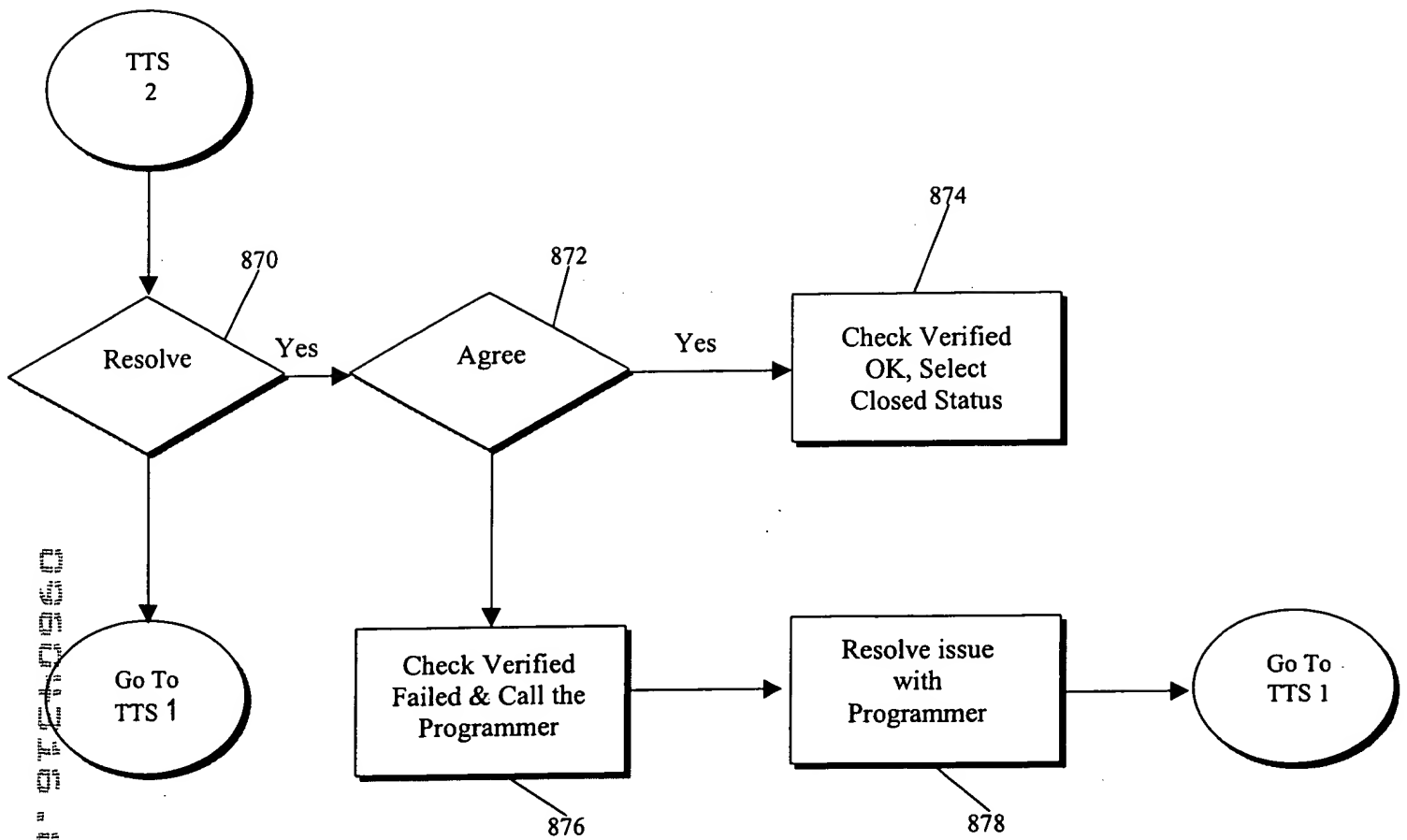


Figure 8C